

Abstract

Systems and methods are provided for helping businesses provide a measure of supervision over the activities of their representatives without requiring a significant amount of manual data sorting and/or cross-correlation. This is accomplished by providing a database in which each representative records his/her activities. Predefined reports are then run against the database, preferably at preset intervals, which identify potentially unacceptable activity. The reports generate one or more alerts that flag the unacceptable activity, and each alert is reviewed and/or investigated as desired. The systems and methods preferably are arranged to be consistent with industry hierarchies, allowing each supervisor in the hierarchy to maintain unique report parameters.

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